

WHITEPAPER

Using voice in a multilingual warehouse

Introduction

Today's warehouse has become a melting pot of different cultures, races, and languages, which can cause a unique challenge when trying to implement voice. There is a common misconception that having workers that speak different languages (or even speak with heavy accents) will disqualify you from using voice in the warehouse, but that couldn't be further from the truth. Infios voice provides a large amount of flexibility when designing your voice system, regardless of the diversity of your warehouse.

The technology

With voice, workers are hands-free and eyes-free, with the voice system feeding instructions from your WMS to your worker through a headset. The headset provides prompts, including the location of the item and the item quantity to be picked, and the worker responds to confirm that they are at the correct location and have picked the items. This allows them to work quickly and efficiently, increasing productivity and accuracy throughout your warehouse, while allowing live updates into your WMS.

The technology behind the voice system lends well to diverse operations. To begin, the recognition engine is language-independent, meaning the system recognizes the responses of the user, not the language it is spoken in.

Benefits of voice

- Up to a 35% productivity increase
- Up to an 85% accuracy increase
- Up to a 67% training time decrease
- Up to a 50% turnover decrease
- Decrease in damaged items
- Increase in worker safety

85%

accuracy increase

If your workers all understand the same language ...



For many warehouses, workers will all understand one language, but may struggle to speak it. Infios's unique voice-recognition system allows workers to hear the system in any of the 35 different languages offered, and respond in another, as long as the response language is consistent with the voice profile they created during training. This is the most common way to adapt to a multilingual warehouse, as it only requires one language to be loaded into the system.

Example: When training the voice system, one worker could respond “uno” when prompted with “one”, “dos” when prompted with “two”, and so on. Then, when moving through the warehouse, they would continue to respond in Spanish, while listening in English. Another worker would complete the same training, but respond with “eins” and “zwei”.

If your workers do not understand the same language ...

Alternatively, if one language is not understood by the entire workforce, Vocollect Voice commands can be heard and spoken in 35 languages: Arabic, Cantonese Chinese, Taiwanese Mandarin, PRC Mandarin, Czech, Danish, Netherlands Dutch, Belgian Dutch, Australian English, UK English, US English, Finnish, Canadian French, French, German, Greek, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Brazilian Portuguese, Portuguese, Romanian, Russian, Slovak, Slovenian, Latin Spanish, Spanish, Swedish, Thai, and Turkish. This requires multiple languages to be loaded into the system, and it is recommended to have at least one manager who speaks each language.

Example: One worker would hear and respond “one”, another would hear and respond “uno” and another would hear and respond “eins”.



CONCLUSION

Although a multilingual workforce can be a challenge, it should not stop you from considering voice. There are many options that will allow you to adapt to your changing workforce while realizing the many benefits of the Infios voice system.

Could Infios's versatile voice solutions be right the right fit for your operation?

Contact us to find out:

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